

George Holmes Bixby Memorial Library Card Policy

Resident Cards

Individuals who live or own property in Francestown, can easily register for a library card. A proper form of identification must be presented and reflect the cardholder's current Francestown address. If the cardholder's identification does not have the current address, a bill received within the last 30 days, which states the current address, must accompany the identification. Other forms of identification such as personal or payroll checks, car registration, a lease or mortgage agreement with the address, or a rent receipt with the name and address of the establishment printed on it can also be presented.

Children 7-15 years of age are issued library cards, but they do need to have their parent or guardian's signature on the registration application. The parent/guardian must present a library card or show a valid ID.

Staff will assist people who are unable to complete the registration card themselves. If applicable, legal guardians must sign staff assisted registration cards.

Non-Resident Cards

Non-resident cards are issued to individuals who do not live, or own property in Francestown.

A \$35 yearly fee includes Downloadable Books or a \$20.00 yearly fee excludes Downloadable Books.

Temporary Cards

A 3 month courtesy card is available for temporary residents.

Seasonal Cards

Issued to Francestown property owners whose permanent residence is out of town.

Lost or Damaged Library Cards

Lost, stolen, or damaged cards and cards on which the cardholder barcode can no longer be read must be replaced. The charge to replace a card is \$5.00.

RESPONSIBILITIES

Cardholders must present their own card at all times to borrow material and are responsible for all material borrowed on their cards. Cardholders must renew application within thirty days of yearly renewal or the account will be closed and a \$5.00 fee will be charged to open a new account. Cardholders understand that it is their responsibility, and not that of the librarians to monitor content and access to library materials.

Materials Circulation

The Library lends books, magazines, CDs, audiobooks, videos (DVDs).

Loan and Renewal Periods are as follows:

Type of Material	Loan Period	Renewal Period
Books, Magazines, CDs, Audiobooks	14 days	14 days
DVDs	14 days	no renewal
Children's Holiday Books	7 days	no renewal
Telescope	7 days	7 days

Materials which have a renewal period and which are not "requested" by another cardholder may be renewed three times, either in person, online, or by telephone. Materials that a cardholder may no longer renew, because the maximum number of renewals have been reached, must be returned to the library.

Loan Limits (Per Card)

Type of Material	Adults	Children	New Items	Limitations
Books (new)	1	2	dated current month	
Books	5	5		2 books per series
Easy Reader Books		no limits		In good standing
Audios (new)	1	1	dated current month	
Audios	2	2		
Videos (new)	1	1	dated current month	
Videos	3	5		
Periodicals	10	no limits		
Telescope				In good standing

Overdue Fines

Cardholders with overdue items will be charged a fine

Videos	\$.10 per day
Telescope	\$1.00 per day
All other items	\$.10 per item/per day

Delinquent Accounts

Cardholder's borrowing privileges will be suspended until all outstanding fines and overdue items are returned.

Cardholders with overdue items and who wish to renew items must first pay overdue fines. Renewal date will be 14 days minus the number of days item was overdue.

Library Materials are Town Property and must be returned when due.

Cardholders with items overdue more than 3 months and/or fines exceeding \$20.00 will have their library account closed and will be billed accordingly.

Book drop / Media-drop

All items may be returned through the book drop. **Audiobooks must be returned secured with rubber bands.**

Damaged and Lost Items

Cardholders who return library material that cannot be easily repaired or cleaned must pay the full list price of the item borrowed. Once paid, the library cardholder may keep the damaged item.

Lost items

Cardholders have 1 month from due date to find or replace item.

Returned Checks

The cardholder shall reimburse the library for any returned check fees incurred (\$25 per returned check as of July 2014).

Interlibrary Loan

The Library may request books and other library materials for Library cardholders through interlibrary loan services. A cardholder can request up to 3 items at one time. A cardholder's library card must be in good standing, up to date and fine free. An interlibrary loan is a transaction in which books, other library materials, or a photocopy of the material is made available by one library to another upon request or through a vendor. Many libraries place limits on what they will loan; as a result restrictions may apply.

Interlibrary loan services are a means of greatly expanding the range of library materials available to cardholders without allocating large sums of limited funds for seldom-requested items.

The cardholder will be responsible for reimbursing the library for any charges levied by the lending library or vendor.

The Library adheres to the New Hampshire State Library's *New Hampshire Interlibrary Loan Protocol Manual* and the *National Interlibrary Loan Code* of the American Library Association. The library will lend books and other library materials only to other libraries who follow the *New Hampshire Interlibrary Loan Protocol Manual* or the *ALA National Interlibrary Loan Code*.

Suspensions

The Library Director has the authority to revoke the borrowing privileges of any cardholder who chronically abuses library policies and regulations.

Confidentiality of Library Records

The library's circulation records and other records identifying the names of library users are confidential. (RSA 201-D: 11)

The Trustees, Director or staff shall not make these records available to any agency of the state, federal or local government without consent or by subpoena, court order, or where otherwise required by statute.

Upon receipt of such process, order, or subpoena, the Library Director will consult with the Town Solicitor to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance. If the process, order, or subpoena is not in proper form or if good cause has not been shown, the Director will insist that such defects be cured.

Cardholders may authorize other individuals / organizations to have access to their Library account.